

**A M E N D M E N T S   t o   t h e   S P E C I F I C A T I O N**

Please **REPLACE** the section entitled "CROSS-REFERENCE TO RELATED APPLICATIONS" starting at page 1, line 5 as follows:

**CROSS-REFERENCE TO RELATED APPLICATIONS**

This application:

(i) is a continuation-in-part of co-pending U.S. Patent Application Serial No. 09/135,179, filed August 17, 1998, for "METHOD AND APPARATUS FOR DETERMINING WHETHER A VERBAL MESSAGE WAS SPOKEN DURING A TRANSACTION AT A POINT-OF-SALE TERMINAL," issued on May 20, 2003, as U.S. Patent No. 6,567,787 B1, the content of which is incorporated by reference herein for all purposes; and

(ii) hereby claims priority from U.S. Provisional Application Serial No. 60/175,723 filed January 12, 2000, entitled "METHOD AND APPARATUS FOR COLLECTING AND CATEGORIZING DATA AT A POINT-OF-SALE (POS) TERMINAL," the entirety of which is incorporated herein by reference for all purposes.

This application is related to co-pending ~~U.S. Patent Application Serial No. 09/135,179, filed August 17, 1998, for "METHOD AND APPARATUS FOR DETERMINING WHETHER A VERBAL MESSAGE WAS SPOKEN DURING A TRANSACTION AT A POINT-OF-SALE TERMINAL,"~~ U.S. Patent Application Serial No. 60/183,993, filed February 22, 2000 for "SYSTEMS AND METHODS FOR DETERMINING A CUSTOMER-EMPLOYEE INTERACTION RULE", and U.S. Patent Application Serial No. 60/174,583, filed January 5, 2000 for "METHOD AND SYSTEM FOR MOTIVATING AN

EMPLOYEE TO PERFORM A BEHAVIOR RELATING TO AN UPSELL,” the content of each of which is incorporated by reference herein for all purposes.